incident such as "robbery", "speeding violation", or "bad service", the exact or general location of the incident, and an indication of whether physical or financial harm was done to the witness or others. The program may also prompt the witness to identify which law or rule the witness believes was violated as a result of the incident, or the program may automatically identify which law or rule was violated based on the other information entered by the witness or from other information such as information from past incident reports or even data that is collected independently by the system such as by video surveillance equipment.

No new matter has been added to the application as a result of this change.

IN THE CLAIMS:

Please amend claim 1, as follows:

1.(Amended)A computer-based method of collecting and processing incidents observed by witnesses comprising the steps of:

receiving into a computer system an incident report directly from a witness who observed an incident committed by an offender;

prompting the witness to provide certain types of information about the incident;

selecting an authority to whom the incident report should be sent, wherein the authority is selected based at least in part on information provided by the witness; and

sending the incident report to the selected authority so that the authority can respond to the incident report.

Please add claims 17-20, as follows:

17.   A computer-based method of collecting and processing incidents observed by witnesses comprising the steps of:

receiving into a computer system an incident report directly from a witness who observed an incident committed by an offender;

prompting the witness to enter certain types of information about the incident into the computer system, the information including identification information identifying the offender;

selecting an authority to whom the incident report should be sent, wherein the authority is selected based at least in part on information entered by the witness; and

sending the incident report to the selected authority so that the authority can respond to the incident report.

18.   The method as set forth in claim 17, wherein the authority is selected by the computer system based on information entered into the incident report by the witness.

19.   The method as set forth in claim 17, further including the steps of receiving an action report from the authority explaining what action was taken in response to the incident report and allowing the witness to view the action report.

20.   A computer-based method of collecting and processing incidents observed by witnesses comprising the steps of:

receiving into a computer system an incident report directly from a witness who

observed an incident committed by an offender, wherein the witness does

not know to whom the incident report should be sent;

prompting the witness to enter certain types of information about the incident into

the computer system, the information including identification information

identifying the offender;

selecting an authority to whom the incident report should be sent, wherein the

authority is selected by the computer system based at least in part on

information entered by the witness;

sending the incident report to the selected authority so that the authority can

respond to the incident report;

receiving an action report from the authority explaining what action was taken in

response to the incident report; and

storing the action report in a searchable database.